



01/06/05

Jew
AFHIN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Re: Appeal to the Board of Patent Appeals and Interferences

In re Application of: JOCHEN KAPPEL et al.

Group Art Unit: 3627

Serial No.: 09/819,446

Examiner: L. Jasmin

Filed: March 28, 2001

Our Customer ID: 22827

For: CUSTOMER CARE AND BILLING SYSTEM

Our Account No.: 04-1403

Sir:

Attorney Ref.: SSM-9

1. **NOTICE OF APPEAL:** Pursuant to 37 CFR 41.31, Applicant hereby appeals to the Board of Appeals from the decision dated 10/05/04 of the Examiner twice/finally rejecting claims 1-20.
2. **BRIEF** on appeal in this application pursuant to 37 CFR 41.37 is transmitted herewith (1 copy)
3. An **ORAL HEARING** is respectfully requested under 37 CFR 41.47 (due within one month after Examiner's Answer).
4. Reply Brief under 37 CFR 41.41(b) is transmitted herewith (1 copy).
5. "Small entity" verified statement filed: [] herewith [] previously.

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(5 months \$2,160)

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one additional copy of this sheet is attached) Fee NOT required since paid in prior appeal in which the Board of Appeals did not
render a decision on the merits.

The Commissioner is hereby authorized to charge any fee specifically authorized hereafter, or any fees in addition to the fee(s) filed, or asserted to be filed, or which should have been filed herewith or concerning any paper filed hereafter, and which may be required under Rules 16-18 (deficiency only) now or hereafter relative to this application and the resulting official document under Rule 20, or credit any overpayment, to our Account No. show in the heading hereof for which purpose a duplicate copy of this sheet is attached. This statement does not authorize charge of the issue fee in this case.

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